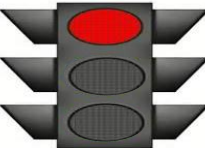
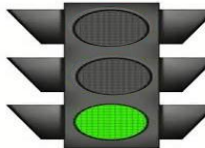


# Number of Trip Cards With One or More Errors Public Works & Assets SWMS

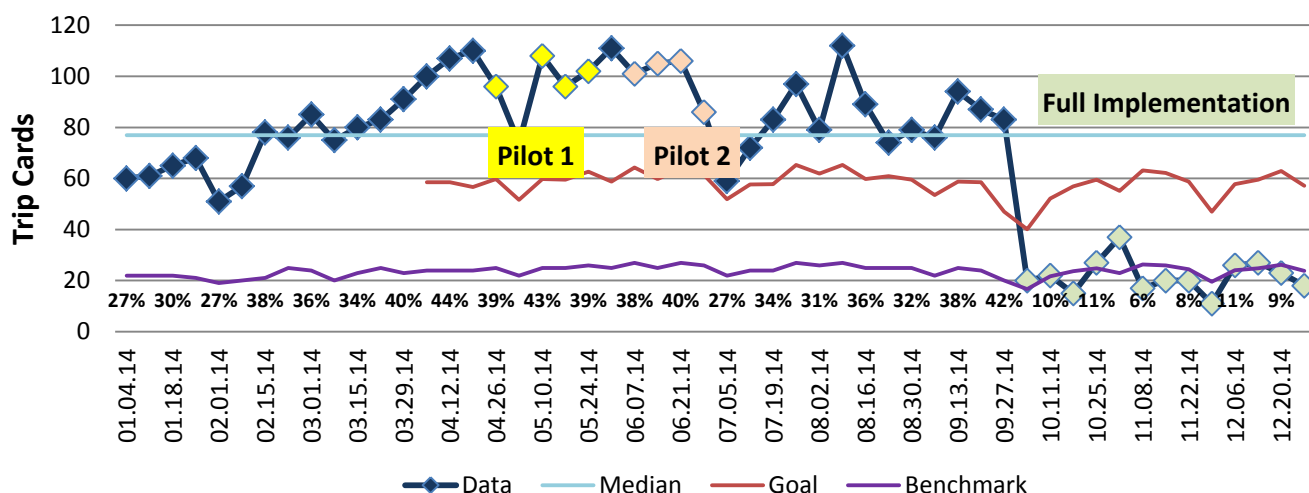


KPI Owner: Keith Hackett

Process: Data Collection & Data Entry

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 28% of trip cards 2013 Goal: Reduce the percentage of trip cards with errors from 28% in 2013 to 24% by July 2014  Benchmark: 10% error rate		Data Source: Trip Cards  Goal Source: Estimate of Potential Pilot  Benchmark Source: statistically acceptable	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: Number of trip cards (garbage, recycling, yard waste, & bulk waste) each week with one or more time or mileage errors  Why Measure: Ensure accurate data for reports & data decision making  Next Improvement Step: Validate effectiveness of new trip card. Continue to monitor results.		
How Are We Doing?					
12.29.13-12.27.14 12 Month Goal	12.29.13-12.27.14 12 Month Actual		12.21.14-12.27.14 Goal	12.21.14-12.27.14 Actual	
2,265	3,599		57	18	
Trip Cards	Trip Cards		Trip Cards	Trip Cards	

## Number of Trip Cards With One or More Errors



## Brainstormed Root Causes from LEAN project

Too many versions of the trip card

No differentiation between route activities versus complaints

Too many different areas to fill out on the trip card

Too many data entry points for Drivers

Route assignment information gets recorded 3 different times

Too much manual data entry